

IMAC IT Subcommittee

June 9, 2005 Meeting Minutes

Attended by: Autumn Arnold, Amit Srivastava, Janet Even, Divya Nidhi, Brian King, Dave Hippler, Manny Raynal, Liz Green, Tony Sis, Laurie Teubert, Jim Jones, Evie Ryan, Bill Blank, Luann Page, Bob Martin, Jayne Wanless

Via Teleconference: Sheila Drays, Shirley Kitchen, and Patsy Beuning

Review, Revision and Approval of 4/21/05 Minutes

The minutes were approved by the subcommittee.

ACCESS Benefit Query Update

Autumn Arnold, Food Stamp Program Participation Grant Team for DHFS, went over the handout 'ACCESS: Review of Benefit Query Screens,' which included mock-ups of the Benefit Query screens, and gathered input from the group. The presentation is attached as 'IMACIT 0605.ppt'.

CARES Moves

Evie Ryan-Tondryk, DHFS, reviewed the document "CARES & Systems Implementation Schedule as of 6/9/05" with the group. This document is attached as 'CARES & Systems Implementation Schedule_060905.doc'.

CARES Worker Web Update

Jim Jones provided an update on the progress of the CARES Worker Web implementation, which included the following:

- DHFS is working with the DOA/Division of Enterprise Technology and the Department of Workforce Development to determine the reasons why the CARES Worker Web has experienced slow response times in certain counties. It appears that the problems are associated with the hardware, software and IT configurations in those counties and is not associated with the network or the CARES Worker Web application. A further report will be made at the next subcommittee meeting.
- Dane, Jefferson and Sauk agencies will be transitioning all of their remaining mainframe cases to the CARES Worker Web on June 19, 2005.
- Western Region agencies began their training month on 6/6/05 with a new version of the CARES Worker Web Training. They will 'go live' on 7/6/05.
- Northern Region agencies have begun their preparation month. They will begin their training on 7/6/05.

Grace Month and Pre-Printed Review Form

Evie Ryan and Pam Kiern, BEM, described the changes that will be taking place in October 2005 to eliminate the 13th (grace) month of Medicaid eligibility and to create a pre-printed review form (PPRF) for Medicaid only cases. DHCF is ending the 'grace month' policy in order to contain Medicaid costs. There are approximately 650 individuals each month who receive Medicaid coverage for the grace month and then fail to complete their review or are found ineligible. With capitated payments being made to HMOs or other managed care organizations, as well as fee-for-service claims, this amounts an annual savings of several million dollars in Medicaid benefits. At the same time, the PPRF has been asked for by local IM agencies for some time. This would eliminate the local IM agency workload associated with sending out a mail-in review form and instructions to each Medicaid case each month.

Pam shared a document with the group that explained the impact of the elimination of the Medicaid grace month and assumptions made about the pre-printed Medicaid review form. That document is attached as 'Grace Month PPRF CARES System Changes.doc.'

Local agency input included:

- Did not think that eliminating the 'grace month' would have a large impact on their workload;
- Asked that if a case is eligible for BadgerCare that the need for employer verification of health insurance status and earnings be included with the PPRF;
- Asked us to look at the SSI Caretaker Supplement 'grace month' policy and process at the same time;
- Some easy way of identifying and handling incomplete PPRFs;
- Bring a mock-up of the PPRF and instructions back to the subcommittee for review at our August meeting; and,
- Specific instructions on verification should be included.

Electronic Case File & CARES Project for Milwaukee Change Center

Bob Martin, BEM, provided an overview of changes that will be made to CARES and the Electronic Case File to help the Milwaukee Change Center track verification requests and aid faster processing of returned verification. For the complete presentation please see that attached Milwaukee Process Improvement – 060905.ppt.

Dashboard and Error Prone Profiling

Brian King, Deloitte, showed the group the Worker Dashboard and the Quality Assurance Tool that were implemented by Deloitte in New Hampshire as part of the New HEIGHTS system (a cousin to CARES). The Work Dashboard provides the individual with a quick view of tasks that need to be completed associated with the caseload (outstanding alerts, data exchange records, etc.) at the worker, unit, section and agency level. The Error Prone Profiling tool allows the state, agency, or supervisor to set up error prone profiles that require either that the supervisor review the case before it can be confirmed or add the case to a list of cases that need 2nd party review. For the complete presentation, please see the attached document: 'QA Committee Presentation.ppt.'

NEXT MEETING

The next meeting will take place on July 14, 2005 at the CARES Building (433 W. Washington Ave, Madison).